NORTEL

Nortel Communication Server 1000

IP Phone 2007

Call Center User Guide

Revision history

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August 2005

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About the IP Phone 2007

The IP Phone 2007 brings a premier multimedia experience to the desktop IP Phone and offers color touch-screen that enables the presentation of a wide array of information and applications. It supports the services provided by Nortel Application Gateway 2000. The IP Phone 2007 display can present multimedia content to enhance your communications experience, including visual voicemail, broadcast alerts such as company news and emergency notifications, promotion of guest services within hospitality environments for revenue generation as well as other customized applications desired by the organization.

The Nortel IP Phone 2007 brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

The IP Phone 2007 provides all the functionality of the IP Phone 2004, using a graphical user interface (GUI). In addition, advanced text and graphic-based Web-centric applications are supported.

The IP Phone 2007 does not support the IP Phone Key Expansion Module (KEM).

> ***Note:*** Not all features are available on all phone. Consult the system administrator to verify which features are available.

Basic features

The IP Phone 2007 supports the following features:

- large, color, touch panel display screen
- high quality speaker phone.
- 12 programmable feature keys: six programmable line (DN)/feature keys and six lines/features accessed by pressing the Shift key
- four context-sensitive soft keys
- volume control bar for adjusting ringer, speaker, handset, and headset volume

- five call-processing fixed keys:
  - Hold
  - Goodbye
  - Handsfree
  - Mute
  - Headset
- shared LAN access with a PC
- automatic network configuration
- hearing-aid compatibility
- Web-based applications support
- remote firmware download
- USB mouse and keyboard support or mouse

Note: For more information about context-sensitive soft keys, see *New in This Release* (NN43001-115) for Communication Server 1000 Release 6.0 .
Consult your system administrator to verify if your IP Phone 2007 is configured to support soft key functionality.

IP Phone controls

Figure 1 on page 9 shows the IP Phone 2007.

Figure 1: IP Phone 2007

Use the **Volume control** bar to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the right side of the rocker bar to increase volume, the left side to decrease volume.

Use the **Goodbye** key to terminate an active call.

Press the **Hold** key to put an active call on hold. Tap the flashing line (DN) soft key to return to the caller on hold.

Use the **Navigation** key to scroll through menus and lists appearing on the LCD screen. The key rocks for up, down, left, and right movements.

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset. The LED next to the headset button flashes when the headset is in use.

Press the **Handsfree** key to activate handsfree. The speaker LED indicator lights to indicate when handsfree is active.

Your **Mute** key functionality is enabled or disabled by your system administrator. Contact your system administrator to determine if your **Mute** key is enabled.

If your **Mute** key is enabled, press the **Mute** key to listen to the receiving party without transmitting your voice. Press the **Mute** key again to return to two-way conversation.

If your **Mute** key is not enabled, pressing the **Mute** key places the call on hold. Press the **Mute** key again to restore the active call or press the line key to restore the active call. You cannot retrieve this call from hold by pressing the Hold key.

> ***Note:*** The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.

When a message is waiting, or there is an incoming call, the red **Message Waiting\Incoming Call Indicator** LED at the top center of the IP Phone flashes. The flash cadence for each alert is different.

Note: You may also hear an audio Message Waiting Indicator (stutter or beeping dial tone) when you go off-hook.

Context-Sensitive Soft keys are located on either side of the navigation key. The LCD label above each key changes, based on the active feature. These keys are sometimes referred to as **Soft keys**.

IP Phone Display

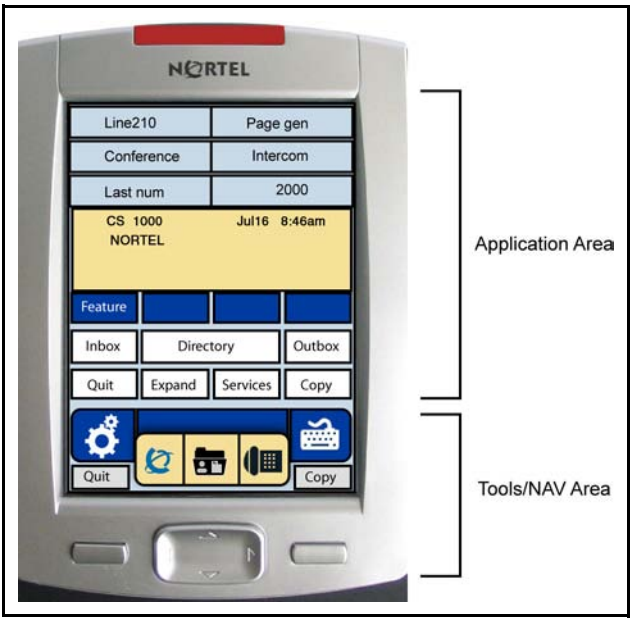
The IP Phone 2007 provides a large, color, touch panel display that supports color XML/HTML content through an external application server.

The IP Phone 2007 window-based user interface has two display areas:

- Application area
- Tools/Navigation area

Figure 2 shows an idle display.

Figure 2: IP Phone 2007 display



Note: The display can differ from the above example.

To extend the life of the LCD panel, the panel goes dark (“sleeps”) after a configured period of time. For information about configuring the time before the display sleeps, see the *IP Phone 2007 User Guide (NN43118-100)*.

Application area

The Application area provides:

- line and feature key status
- information items such as caller number, caller name, feature prompt strings, user-entered digits, date and time information (or call timer, if provisioned in the Telephone Options menu), and IP Phone information
- context-sensitive soft keys
- feature keys

Figure 3 shows the Application area and the feature area, the soft keys can show either text or icons.

Figure 3: IP Phone 2007 Detailed in Application area

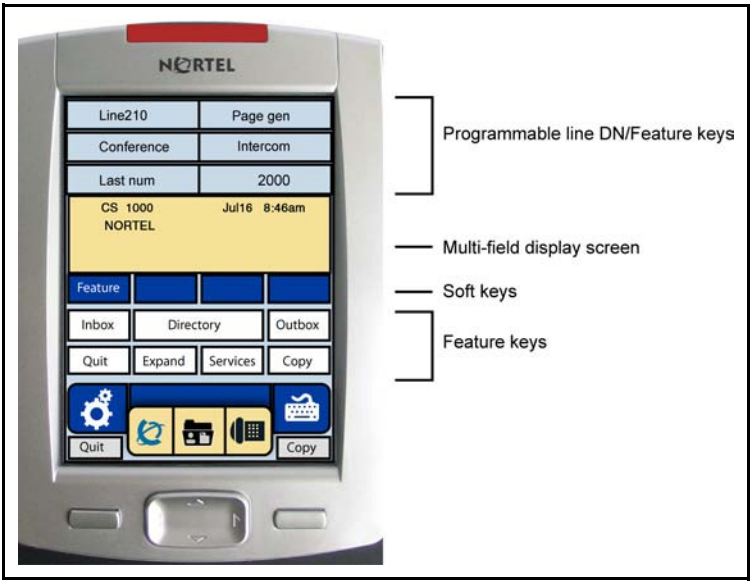


Table 1 shows the soft key text and icon equivalents. The text labels are displayed by default and are changed using the Tools menu.

Your IP Phone 2007 displays different icons and text labels depending on the version of your IP Phone and the installed firmware, as shown in Table 1.

Table 1: Feature key text and icon displays (Part 1 of 2)

IP Phone 2007 older version		IP Phone 2007 newer version	
Text display	**Icon display**	**Text display**	**Icon display**
Inbox		Inbox	
Directory		Directory	

Table 1: Feature key text and icon displays (Part 2 of 2)

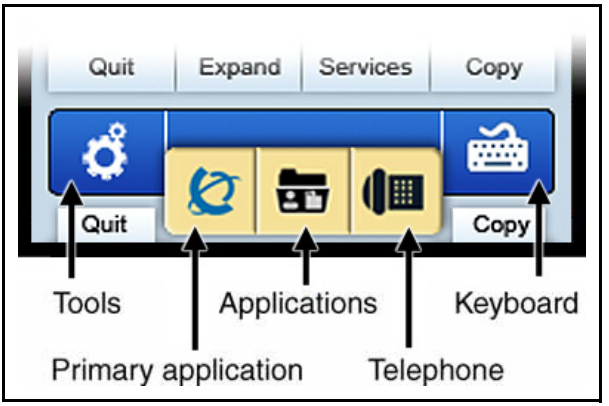
IP Phone 2007 older version		IP Phone 2007 newer version	
Text display	Icon display	Text display	Icon display
Outbox		Outbox	
Quit		Quit	
Expand		Expand	
Services		Services	
Copy		Copy	

Tools/Navigation area

The Tools/Navigation area provides controls for navigating between features and selecting tools. This area is visible and functional at all times unless you tap the keyboard icon. The pop-up keyboard occupies this portion of the screen.

Figure 4 on page 14 shows the Tools/Navigation area.

Figure 4: IP Phone 2007 Tools/Navigation area



The Tools/Navigation area has five main elements presented as touchable soft keys. The icons on the soft keys are different depending on the installed IP Phone software.

Applications

Tap this icon to determine which external applications are registered (for example, My CallPilot), and launch them by tapping on the appropriate icon.

Telephone

Tap this icon to access the **Telephone** screen.

Primary Application

Tap this soft key to go to the primary external application, as configured by the administrator. The key displays the icon of the primary application.

Tools

Tap this icon to access the following tools used on the IP Phone 2007. You can be prompted to enter the Administration password.

- Network Configuration
- Local Diagnostics
- Touch Panel Setup
- Display Settings
- USB Devices
- Preferences
- Lock Menu

Note: Network Configuration, Local Diagnostics, and TFTP Upgrade are for administrator use only.

Keyboard

Tap this icon to display a virtual keyboard (pop-up keyboard) for text entry.

The stylus or USB keyboard can be used to enter text in some of the applications. See “Entering and editing text” on page 18 for further information.

Touch panel

You perform point-and-click operations on your IP Phone 2007 using the touch panel. The touch panel is used with the graphical user interface (GUI) to present soft keys directly on the display. You can activate all Line/DN soft keys and feature soft keys by using the touch panel.

For important information about cleaning your touch-panel, see “Cleaning the phone Screen” on page 17.

Calibrate the touch panel

You calibrate the touch panel through the **Tools** menu, where you can fine-tune the touch panel. You are prompted to use the stylus to tap three targets. For more information, see the *IP Phone 2007 User Guide (NN43118-100)*.

Using the stylus

You operate the touch panel using a stylus or your finger. However, use of a stylus is recommended to avoid damage to the touch panel.

Cleaning the phone Screen

Hold the **Goodbye** key down and gently wipe the phone screen with a soft, dry cloth.

CAUTION
Do not use any liquids or powders on the phone.
Using anything other than a soft, dry cloth can contaminate phone components and cause premature failure.

Entering and editing text

You can enter and edit text on your IP Phone 2007 using the following methods:

- "Entering text using the phone dialpad" on page 18
- "Editing text using the soft keys" on page 19
- "Entering text using the pop-up keyboard" on page 19
- "Entering text using the USB keyboard" on page 20

The use of any of these methods for text entry depends on the application. Table 2 shows the applications and input devices that can be used for text entry:

Table 2: Application Text Entry

For:	Use:
Call server related applications (for example, changing feature key labels, adding personal directory entries or for dialing)	Dialpad Pop-up or USB keyboard for numeric entries only
Graphical applications	Pop-up or USB keyboard
Tools menu	Pop-up or USB keyboard Dialpad for numeric and text entries

Entering text using the phone dialpad

You use the dialpad to enter text when using features such as programming an Autodial key.

For example, to enter the letter A, press the number **2** key once. To enter the letter C, press the number **2** key three times.

Note: No letters are associated with the number **1** or the number **0** key. Punctuation is associated with the number **1**.

When entering IP addresses with the dialpad, the address is entered as xxx**xxx**xxx**xxx, and the phone translates this to xxx.xxx.xxx.xxx.

Editing text using the soft keys

You use soft keys to access text when you work with such applications as Personal Directory, Redial List, and Callers List.

Table 3 describes the soft key editing functions on the IP Phone 2007.

Table 3: Editing soft key description

Soft key	Description
Cancel	Stop the current action.
Choose	Select a symbol.
Clear	Clear the input field.
Case	Switch the next character to either uppercase or lowercase.
Delete	Backspace one character.
Done/Select/Enter	Depends on application.
More..	Access additional soft keys.

Entering text using the pop-up keyboard

A full uppercase and lowercase keyboard and a number pad are available to enter text. The user can type on the keyboard with the stylus. The pop-up keyboard can be used to enter text in the tools and graphical applications.

For number entry in phone applications (for example, when dialing), the keyboard can be used to enter digits (0 to 9), as well as asterisk (*) and pound (#). Other characters are ignored.

Entering text using the USB keyboard

The USB keyboard, when connected, can be used to enter text in the tools and graphical applications.

For number entry in phone applications (for example, when dialing), the keyboard can be used to enter digits (0 to 9), as well as * and #. Other characters are ignored.

When on a call, the function keys (f1, f2, f3, f4, f5, f6, f7, and f8) can be used to control the phone. Table 4 shows the function keys and their associated action during phone calls.

Table 4: USB keyboard function keys during phone calls

Function key	Action
f1	Go to Handsfree mode
f2	Go to Headset mode
f3	Place the current call on Hold
f4	Mute the current call
f5	Volume Up
f6	Volume Down
f7	Copy
f8	Quit

Agent and Supervisor features

This section describes the following login features that are common to the Call Center Agent and Supervisor:

- Agent Login
- Login with Agent ID and Multiple Queue Assignments
- Agent Logout

Agent Login

Use the Agent Login to enter an Automated Call Distribution (ACD) queue. If an Agent ID is assigned, enter the four-digit code at the display screen prompts.

1. Lift the handset.

2. Tap the **Incalls** soft key.

3. If `Enter Agent ID` appears on the screen, use the dialpad to enter the ID.

4. Press the **#** key. The phone enters a Not Ready state.

5. To join the ACD queue, choose one of the following:
   - Tap the **Incalls** soft key.
   - Tap the **NotReady** soft key.

6. If you are using a headset and the Handset On-Hook Means Log out (HOML) setting is configured to **No** by the administrator, then perform the following:

   a. Press the **Headset** key and replace the handset in the cradle to receive calls on the headset.

   b. Tap the **Services** soft key. Change the `On-hook default path` to `Headset Enabled`.

   Note: If the HOML setting is configured to **Yes**, replace the handset to log out of the queue.

Login with Agent ID and Multiple Queue Assignments

A Multiple Queue Assignment (MQA) login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

Choose one of the following login procedures:

- Agent ID and MQA login options
- Default login

Agent ID and MQA login options

To enter ACD queues, use an Agent ID login with one of the following MQA login options:

- No Supervisor ID, No Priority
- Supervisor ID, No Priority
- No Supervisor ID, with Priority
- Supervisor ID, with Priority

Note: The system prevents a supervisor from entering a Supervisor ID when the supervisor is logging in to accept ACD calls. This includes logins where agents must enter a Supervisor ID.

The login options require the following entries in sequential order:

1. a four-digit Agent ID
2. a Supervisor ID (if the queue requires one)
3. up to five ACD DNs and priority values (if priority values are being used) terminated by # #

To log in

1. Tap the **Incalls** soft key.

2. Choose one of the following four login options:

— For No Supervisor ID, No Priority, dial the Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # # ACD DN 5 # #.

— For Supervisor ID, No Priority, dial the Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

— For No Supervisor ID, with Priority, dial the Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 Priority 5 # #.

— For Supervisor ID, with Priority, dial the Agent ID # Supervisor ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority # 2 ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

Note: To choose the default Priority value or Supervisor ID, enter #.

3. Choose one of the following:
   - — Tap the **InCalls** soft key.
   - — Tap the **NotReady** soft key to enter the ACD queue.

Default Login

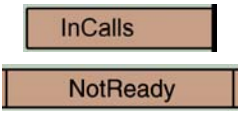
When you always use the same phone, use the Default Login to log in only one time at the beginning of a shift. The Default Login uses the login of the previous shift to enter the same ACD queues and with the same Supervisor.

1. Lift the handset.

2. Tap the **InCalls** soft key.

3. When `Enter Agent ID` appears on the screen, use the dialpad to enter the ID.

4. Choose one of the following:
   - — If the queue requires a Supervisor ID, press the # key three times.
   - — If the queue does not require a Supervisor ID, press the # key two times.



5. To join the ACD queue, choose one of the following:

   — Tap the **Incalls** soft key.

   — Tap the **NotReady** soft key.

Agent Logout

Log out of the system completely or temporarily (NotReady state).

To log out

Choose one of the following:

— To log out completely, press the **MakeSetBusy** soft key.

— To log out temporarily, press the **NotReady** soft key.

Note: While on an ACD call, tapping the **MakeSetBusy** soft key results in automatic logout when the call finishes.

Agent features

The following sections describe features available to Agents:

- Answer ACD calls
- Activity code
- Call Forcing
- Emergency
- Not Ready
- Answer or Place Non-ACD calls
- Contact the Supervisor

Answer ACD calls

Use the **Incalls** key to answer the next queued ACD call on the primary DN. The **Incalls** key is located in the lower right-hand corner of the programmable line/feature keys.

To answer the call

When the **Incalls** soft key flashes, tap the **Incalls** soft key.

To terminate the call

Choose one of the following:

— Press the **Goodbye** key.

— Tap the **Incalls** soft key.

— Tap the individual DN line soft key (to be removed from the queue).

— Tap the **NotReady** soft key (to be removed from the queue, but to remain logged in as an agent position) or wait for the caller to terminate the call.

Use Force Call

Use the Force Call feature to automatically connect to an incoming ACD call. A time interval is set by the system administrator between each incoming call.

When calls come in, a short tone indicates the new call. The InCall soft key changes color, and the ACD call automatically goes to the agent position. Pressing the **Incalls** key while call forcing (Auto Answer) is active disconnects an active ACD call.

To enable call forcing for headset users

1. Log in.

2. Replace the handset.

3. Press the **Services** soft key. Set the `On-hook default path` to `Headset Enabled`.

Use Activity code

You use Activity codes to record the types of activities performed.

To record activities

1. When the Activity soft key is flashing, tap the **Activity** soft key.

2. Use the dialpad to enter the Activity code.

3. Tap the **Activity** soft key.

   If performing multiple tasks, repeat these steps.

   Note: If configured, Activity codes can be entered while in the NotReady state.

Use Emergency

Use the Emergency feature to contact the supervisor immediately in an emergency situation.

1. During an active call, tap the **Emergency** soft key.

   Note: The Emergency soft key color changes and remains altered as long as the feature is active.

   When the supervisor answers, a three-way call commences.

2. Tap the **Emergency** soft key again to transfer the caller to the supervisor and terminate access to the caller and supervisor.

Use Not Ready

Use the Not Ready feature to take the phone out of the call queue while completing post-call work.

1. Tap the **NotReady** soft key to temporarily log out of the system.

   Note: The **NotReady** soft key color changes and remains altered as long as the feature is active.

2. To return to the queue, choose one of the following:
   — Tap the **Incalls** soft key
   — Tap the **NotReady** soft key.

Place or answer non-ACD calls

Use this feature to place or answer calls on an individual line.

To place a call

1. Tap the individual DN soft key.

2. Use the dialpad to dial the phone number.

   Note: The DN soft key color changes and remains altered as long as the call is active.

To answer a call

When the soft key for the individual DN soft key flashes, tap the DN soft key.

Note: The DN soft key color changes and remains altered as long as the call is active.

Contact the supervisor

Use the Supervisor feature to talk to the supervisor in the following ways:

- answer a call from the supervisor
- answer a call from the supervisor while on another call
- place a call to the supervisor
- conference in the supervisor while on another call
- transfer a call to the supervisor

To answer a call from the supervisor

When the **Supervisor** soft key flashes, tap the **Supervisor** soft key.

Note: The soft key color changes and remains altered as long as the call is active.

To answer a call from the supervisor while on another call

1. The **Supervisor** soft key flashes and a buzzer sounds.

2. Press the **Hold** key to put the current call on hold.

3. Tap the **Supervisor** soft key.

   Tap the flashing line (DN) soft key to return to the caller on hold.

To place a call to the supervisor

Tap the **Supervisor** soft key.

Note: Calls are automatically put on hold when the Supervisor soft key is used.

To return to the ACD call

Tap the **Incalls** soft key.

To conference in the supervisor during a call in progress

1. Tap the **Supervisor** soft key to talk privately with the supervisor.

2. Tap the **Supervisor** soft key again for a conference call.

To transfer a call to the supervisor during a call in progress

1. Tap the **Supervisor** key.

2. When the supervisor answers, tap the **Supervisor** key again.

3. Press the **Goodbye** key to terminate access to the call.

Using Record On Demand key

If this feature is enabled, you can use the Record on Demand (ROD) feature key to record your telephone conversation.

Press the ROD key to start or stop the call recording. This key is associated with the active user ID and is displayed only if a call is active. The ROD key blinks while it is connecting to the call recording application, and is lit when the call is recording.

The ROD key is displayed in the following scenarios:

- Normal operation - Press the ROD key during an active call to record the call.
- Call Recording (CR) application in ROD Mode - Press the ROD key during an active call to record the call
- Bulk Recording - For an active call or unregistered DN/Position ID, call recording is initiated even though the ROD key is not pressed..

1. Press the **ROD** key during an active call.

2. To stop the call recording, press the **ROD** key again.

Using SAVE key

Use the **SAVE** feature key to save the recording of an active call. This key is associated with the active user ID and is operational only if a call is active.

The **SAVE** key is displayed in the following scenarios:

- Normal operations - If the **SAVE** key is pressed during an active call, the call is saved.

- CR application in Bulk Record + Save everything mode - Recorded conversation is saved at the end of the call. If the **SAVE** key is pressed, then the call is not saved.
- CR application in Bulk Record + Delete everything mode - Recorded conversation is deleted at the end of the call. If the **SAVE** key is pressed, then the call is saved.

The **SAVE** key lamp status depends on the status of the call recording. If the call is to be saved, then the lamp is lit..

1. Press the **ROD** key during an active call.
2. To stop the call recording, press the **ROD** key again.
3. Press the **SAVE** key to save the conversation.

Supervisor features

The following sections describe features available to the Supervisor:

- Answer Agent
- Agent key
- Answer Emergency
- Call Agent
- Interflow
- Night Service
- Observe
- Display Agent Status
- Display Queue

Use Answer Agent

Use the Answer Agent feature to receive calls from agents in a non-emergency situation.

1. When the Answer Agent soft key flashes, tap the **Answer Agent** soft key.

   Note 1: The Agent ID of the contacting individual displays on the phone.

   Note 2: The soft key color changes and remains altered as long as the call is active. The status changes to NotReady.

2. Press the **Goodbye** key to end the call.

Use Agent key

Use the Agent feature to connect, observe, or monitor the status of each agent position. Each **Agent** key links to a particular agent position, and can be used with the **Call Agent** or **Observe Agent** keys.

Table 5 lists the four states of the LCD indicator.

Table 5: Agent status

LCD	Description
Off	Agent is not logged in.
On	Agent is logged in but either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Use Answer Emergency

Use the Answer Emergency feature to receive calls from agents in an emergency situation.

1. When the **Answer Emergency** soft key flashes, tap the **Answer Emergency** soft key.

   Note 1: The Agent ID of the contacting individual displays on the phone.

   Note 2: The soft key color changes and remains altered as long as the call is active. The status changes to NotReady.

2. Press the **Goodbye** key to end the call.

Use Call Agent

Use the Call Agent feature to contact an Agent.

1. Tap the **Call Agent** soft key.

2. Choose one of the following:
   - Tap a selected **Agent** soft key.
   - Dial the agent's Position ID.

3. Press the **Goodbye** key to end the call.

Use Interflow

Use the Interflow feature to redirect calls when the backlog or wait time exceeds a predefined threshold.

1. Tap the **Interflow** soft key.

   Note: The **Interflow** soft key color changes and remains altered while the feature is active.

2. Tap the **Interflow** soft key again to deactivate the feature and resume normal call flow.

Use Night Service

Use the Night Service feature to define how calls are handled outside of business hours.

To activate Night Service

1. Tap the **Night Service** soft key.

2. Press the **6** key (6 = N for Night) to go into Night Service.

   The **Night Service** soft key color changes and remains altered. All calls in queue and new calls receive night service.

To transition to Night Service

1. Tap the **Night Service** soft key.

2. Press the **8** key (8 = T for Transition) to activate Transition mode.

   The **Night Service** soft key color changes and remains altered. All calls in queue remain in queue and new calls receive Night Service.

To deactivate Night Service

1. Tap the **Night Service** soft key.

2. Press the **3** key (3 = D for Day) to resume Day mode.

   The **Night Service** soft key color changes and remains altered. New calls enter the queue.

Observe

Use the Observe feature to monitor an agent in a call.

1. Tap the **Observe** soft key.

2. Choose one of the following:
   - Tap a selected **Agent** soft key.
   - Dial the agent's Position ID.

3. Tap the **Call Agent** soft key to talk to the agent being monitored.

4. Tap the **Observe** soft key to terminate the observation.

Display Queue

Use the Display Queue feature to access the status of calls in an ACD queue. The information displayed includes the following:

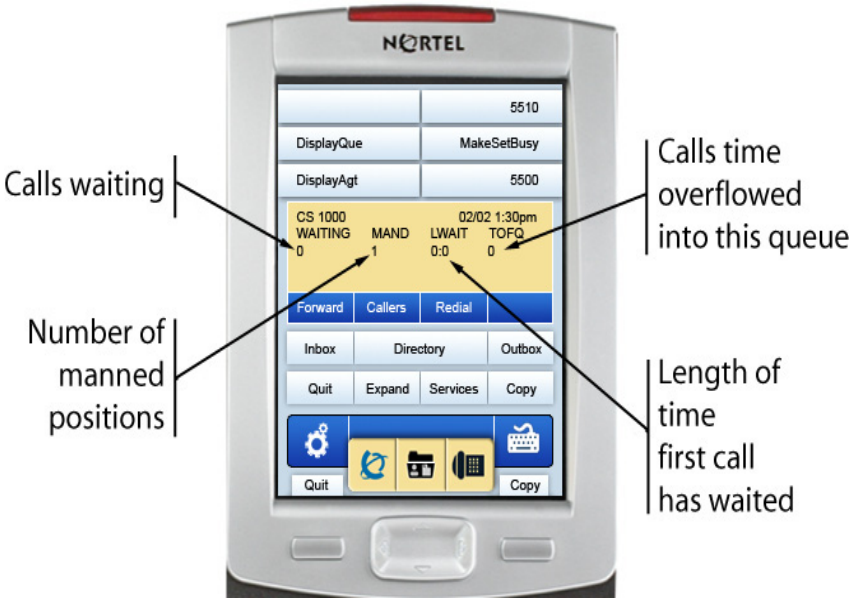
- number of calls waiting in the queue
- number of agent positions occupied for the queue

- length of time the oldest call has waited in the queue
- number of calls that have overflowed into the queue

To display information on the ACD queue

DisplayQueue	Tap the **Display Queue** soft key. Information on the current ACD queue appears on the display.

Figure 5: Current status of ACD queue



Display Agent status

Use the Display Agent feature to view a summary of the current status for all agents who have an agent Position ID key assigned on the supervisor's phone.

Tap the **Display Agent** soft key. The summary information displays for twelve seconds or until another feature key is pressed.

Agent positions in the Not Ready state are counted as busy on either ACD calls or non-ACD calls, as specified by the system administrator.

Figure 6: Current status of agents

The **Display Queue** soft key gives a visual indication of the number of calls in the ACD queue. Table 6 lists the four states for this soft key.

Table 6: Display Queue soft key states

Soft key display	Queue status	Description
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow Flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue are not accepted.
Fast Flashing	Overloaded	Too many calls in this queue. New calls are overflowed to another queue.

Terms you should know

Attendant

A telephone operator in your organization.

AutoDial

A telephone number programmed on the **AutoDial** soft key for one-touch dialing.

Communication Server 1000

An office communication system.

Copy key

A soft key used to copy entries to your Personal Directory from other lists, such as the Callers List, Redial List, Corporate Directory, etc.

Date/Time display

The current date and time when the telephone is in an idle state.

Directory soft key

Enables access to Corporate Directory, Personal Directory, Redial List, and Callers List.

Directory Number (DN)

A number consisting of one to seven digits for a telephone. Also known as an *extension number*.

Expand to PC

A soft key on your telephone used to access external server applications.

Fastbusy

A signal given when all outgoing lines are busy.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Fixed key

Any of the hard-labeled keys on your telephone.

Goodbye key

A fixed key used to end an active call.

Handsfree

A method of conversing with the party on the other end of the line without lifting your handset.

Headset key

A fixed key used to answer a call using the headset.

Hold key

A fixed key used to place an active call on hold.

Information display

Any display of call activity, lists, prompts, and status of calls.

Information line

A 1-line by 24-character area that displays date and time or application information.

Interrupted dial tone

A broken or pulsed dial tone you hear when you access some features on your telephone.

Message (Inbox)

A soft key on your telephone that connects to your voice messaging system when the key is tapped.

Message Waiting indicator/Incoming Call indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Meridian 1

An office communication system.

More..

An option allowing access to the multiple layers of the soft keys.

Mute key

A fixed key used to listen to a caller without transmitting.

Navigation key

Contains the Up/Down and Left/Right keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the set, or (d) a line is automatically selected for an outgoing call.

Outbox/Shift key

A soft key used to switch between two feature key sets to provide access to an additional six lines/features.

Primary Directory Number

The main extension number on your telephone.

Programmable line (DN)/feature soft keys (self-labeled)

The six soft keys located in the upper area of the display.

Quit key

A soft key on your telephone that is used to exit applications.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A soft key used to access options, such as Telephone Options, Password Admin, Display Network Diagnostics Utilities, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Soft keys

A set of keys programmed by your system administrator. These four keys, located in the middle of the display area, have four programmable layers that are accessed through the **More..** soft key. These keys are also used to configure parameters in the **Telephone Options** menu.

Speaker key

A fixed key used to activate Handsfree.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Status messages

A message displayed to inform the user of important information. A right arrow appears if more than one status message is present. Examples of status messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again Active, Ringer is OFF, and Line x Unavailable.

System or Switch

Your office communication system.

Switchhook

A button that the handset depresses, disconnecting your call when you replace the handset. When lifted, the handset releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Volume control bar

A rocker bar you press to increase or decrease the volume of the ringer, handset, headset, speaker, and the Handsfree feature.

Regulatory and safety information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

  Note: The user should not make changes or modifications not expressly approved by Nortel Networks. Any such changes could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings:

- This is a Class B product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Table 7 lists EMC compliance for various jurisdictions.

Table 7: EMC Compliance

Jurisdiction	Standard	Description
United States	FCC CFR 47 Part 15	Class B Emissions: FCC Rules for Radio Frequency Devices
Canada	ICES-003	Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus
Australia/New Zealand	AS/NZS 3548 CISPR 22	Class B Emissions: Information technology equipment - Radio disturbance
European Community	EN 55022	Class B Emissions: Information technology equipment - Radio disturbance
	EN 55024	Information technology equipment - Immunity characteristics Limits and methods of measurement
	EN 61000-3-2	Limits for harmonic current emissions (equipment input current <= 16 A per phase)
	EN 61000-3-3	Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current <= 16 A
Japan	VCCI	Regulations for voluntary control measures.

Table 8: Safety

Jurisdiction	Standard	Description
United States	UL 60950-1	Safety of Information Technology Equipment
Canada	CSA 60950-1-03	Safety of Information Technology Equipment
European Community	EN 60950-1	ITE equipment - Safety - Part 1: General requirements
Australia/New Zealand	AS/NZS 60950.1:2003	Safety of Information Technology Equipment

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68

This equipment complies with the CE Marking requirements. CE

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from http://www.nortel.com/corporate/community/environment/life_cycle/declarations.html or Nortel Networks GmbH address: Ingolstaedter Strasse 14-18, 80807 Munich Germany.

DenAn regulatory notice for Japan

⚠ Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Nortel to be used with the equipment. If you use any other equipment, it may cause “failures, malfunctioning or fire”.
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

⚠ 警告

本製品を安全にご使用頂くため、以下のことにご注意ください。

- 接続ケーブル、電源コード、ACアダプタなどの部品は、必ず製品に同梱されております添付品または指定品をご使用ください。添付品・指定品以外の部品をご使用になると故障や動作不良、火災の原因となることがあります。
- 同梱されております付属の電源コードを他の機器には使用しないでください。

上記注意事項を守らないと、死亡や大怪我など人身事故の原因となることがあります。

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Call Center User Guide

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